

# Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	1 0	0 0	0 0	1 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Paul Lundell	0 0	1 0	1 0	2 0
		Tony Larsen	0 0	2 0	1 0	3 0
		<b>Assigned to Individual Total</b>	1 0	9 4	2 0	12 4
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 1	0 0	1 1
		James Stearns	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	1 1	0 0	1 1

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Help Desk	<b>Assigned to Individual Total</b>	0	3	0	3
			0	3	0	3
	Metro B Desktop Support	Anthony Booyse	0	10	0	10
			0	0	0	0
		Bill Crowther	0	11	0	11
			0	0	0	0
		Cindy Reed	0	12	0	12
			0	0	0	0
		Jay Locker	0	6	2	8
			0	0	0	0
		Ken Bolkcom	0	16	0	16
			0	0	0	0
		Matthew Blunk	0	3	0	3
			0	0	0	0
		Michael Barth	0	24	0	24
			0	1	0	1
		Peter Musser	0	9	0	9
			0	2	0	2
		Sean Chadbourne	0	34	0	34
			0	5	0	5
		Tyler Pearce	0	9	1	10
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	134	3	137
			0	8	0	8
	Metro B Help Desk	Gavin Barney	0	195	0	195
			0	190	0	190
		Janet Hongsyvilay	0	4	0	4
			0	4	0	4

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	Torri Randa	0	266	0	266
			0	248	0	248
		<b>Assigned to Individual Total</b>	0	465	0	465
			0	442	0	442
	Metro B Hosting	Cuyler Steiner	0	1	0	1
			0	0	0	0
		Paul Engbersen	0	2	0	2
			0	0	0	0
		Randy Spainhower	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	4	0	4
			0	0	0	0
	Metro C Desktop Support	Chad D Fowers	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	0	0	0
	Metro D Desktop Support	Philip Henderson	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Network Operations	Brant Davis	0	1	0	1
			0	0	0	0
		Brian Chatwin	0	4	0	4
			0	1	0	1
		Dave Bodily	0	5	1	6
			0	0	0	0
		J. L. Flack	0	1	0	1
			0	0	0	0

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Network Operations	Robert Ryan	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	14 1	1 0	15 1
	Operations Production Control	Christie Burnham	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Ruston McKay	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Rural South Desktop Support	Lance Nay	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Security	Austin Farey	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	5 0	0 0	5 0
		Jed Johnson	0 0	2 0	0 0	2 0
		Sharon Smith	0 0	3 0	0 0	3 0

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Security	Assigned to Individual Total	0 0	11 0	0 0	11 0
	VM Infrastructure	Randy Spainhower	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	5 0	0 0	5 0
		Leon Owen	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	6 5	0 0	6 5
		Assigned to Individual Total	0 0	22 5	0 0	22 5
		Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0
	Mark Thomas		0 0	1 0	0 0	1 0
	T Artis		0 0	3 0	0 0	3 0
	Assigned to Individual Total		0 0	5 0	0 0	5 0
	Assigned Group Total		1 0	676 467	6 0	683 467

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**Tax Commission**

	High	Low	Medium	FCR Total
Customer Company Total	1 0	676 467	6 0	683 467

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## Tax Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	1 0	0 0	0 0	1 0
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Paul Lundell	0 0	1 0	1 0	2 0
		Tony Larsen	0 0	2 1	1 0	3 1
		<b>Assigned to Individual Total</b>	1 0	9 2	2 0	12 2
	Campus Networking	Charmaine Malan	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Help Desk	<b>Assigned to Individual Total</b>	0	3	0	3
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	10	0	10
			0	0	0	0
		Bill Crowther	0	11	0	11
			0	0	0	0
		Cindy Reed	0	12	0	12
			0	1	0	1
		Jay Locker	0	6	2	8
			0	0	0	0
		Ken Bolkcom	0	16	0	16
			0	0	0	0
		Matthew Blunk	0	3	0	3
			0	0	0	0
		Michael Barth	0	24	0	24
			0	0	0	0
		Peter Musser	0	9	0	9
			0	0	0	0
		Sean Chadbourne	0	34	0	34
			0	0	0	0
		Tyler Pearce	0	9	1	10
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	134	3	137
			0	1	0	1
	Metro B Help Desk	Gavin Barney	0	195	0	195
			0	0	0	0
		Janet Hongsyvilay	0	4	0	4
			0	0	0	0



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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0	266 0	0 0	266 0
		<b>Assigned to Individual Total</b>	0 0	465 0	0 0	465 0
	Metro B Hosting	Cuyler Steiner	0 0	1 0	0 0	1 0
		Paul Engberson	0 0	2 1	0 0	2 1
		Randy Spainhower	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Metro D Desktop Support	Philip Henderson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	4 0	0 0	4 0
		Dave Bodily	0 0	5 1	1 0	6 1
		J. L. Flack	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Network Operations	Robert Ryan	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	14 1	1 0	15 1
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Ruston McKay	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Security	Austin Farey	0 0	1 1	0 0	1 1
		Garry Gregson	0 0	5 0	0 0	5 0
		Jed Johnson	0 0	2 0	0 0	2 0
		Sharon Smith	0 0	3 0	0 0	3 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Security	Assigned to Individual Total	0	11	0	11
			0	1	0	1
	VM Infrastructure	Randy Spainhower	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	3	0	3
			0	0	0	0
		Julie Sabato	0	3	0	3
			0	0	0	0
		Kelly Johnson	0	5	0	5
			0	0	0	0
		Leon Owen	0	5	0	5
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	22	0	22
			0	0	0	0
	Voice/Data/WAN Services	Greg Blessing	0	1	0	1
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		T Artis	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Assigned Group Total		1	676	6	683
			0	8	0	8

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**Tax Commission**

	High	Low	Medium	MIR Total
Customer Company Total	1 0	676 8	6 0	683 8

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## Tax Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Bart Purser	0 0.00	2 0.18	0 0.00	2 0.18
		Danielle Hood	1 0.47	0 0.00	0 0.00	1 0.47
		Martin Gonzalez	0 0.00	4 1.58	0 0.00	4 1.58
		Paul Lundell	0 0.00	1 0.11	1 0.20	2 0.15
		Tony Larsen	0 0.00	2 1.19	1 0.17	3 0.85
		<b>Assigned to Individual Total</b>	1 0.47	9 1.02	2 0.18	12 0.83
	Campus Networking	Charmaine Malan	0 0.00	1 1.53	0 0.00	1 1.53
		<b>Assigned to Individual Total</b>	0 0.00	1 1.53	0 0.00	1 1.53
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.11	0 0.00	1 0.11
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Help Desk	<b>Assigned to Individual Total</b>	0 0.00	3 0.04	0 0.00	3 0.04
	Metro B Desktop Support	Anthony Booyse	0 0.00	10 0.19	0 0.00	10 0.19
		Bill Crowther	0 0.00	11 0.12	0 0.00	11 0.12
		Cindy Reed	0 0.00	12 0.21	0 0.00	12 0.21
		Jay Locker	0 0.00	6 0.10	2 0.29	8 0.15
		Ken Bolkcom	0 0.00	16 0.09	0 0.00	16 0.09
		Matthew Blunk	0 0.00	3 0.28	0 0.00	3 0.28
		Michael Barth	0 0.00	24 0.13	0 0.00	24 0.13
		Peter Musser	0 0.00	9 0.10	0 0.00	9 0.10
		Sean Chadbourne	0 0.00	34 0.17	0 0.00	34 0.17
		Tyler Pearce	0 0.00	9 0.28	1 0.39	10 0.29
		<b>Assigned to Individual Total</b>	0 0.00	134 0.16	3 0.32	137 0.16
	Metro B Help Desk	Gavin Barney	0 0.00	195 0.00	0 0.00	195 0.00
		Janet Hongsyvilay	0 0.00	4 0.00	0 0.00	4 0.00

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			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0.00	266 0.00	0 0.00	266 0.00
		<b>Assigned to Individual Total</b>	0 0.00	465 0.00	0 0.00	465 0.00
	Metro B Hosting	Cuyler Steiner	0 0.00	1 0.29	0 0.00	1 0.29
		Paul Engberson	0 0.00	2 1.00	0 0.00	2 1.00
		Randy Spainhower	0 0.00	1 0.05	0 0.00	1 0.05
		<b>Assigned to Individual Total</b>	0 0.00	4 0.58	0 0.00	4 0.58
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.40	0 0.00	2 0.40
		<b>Assigned to Individual Total</b>	0 0.00	2 0.40	0 0.00	2 0.40
	Metro D Desktop Support	Philip Henderson	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brant Davis	0 0.00	1 0.40	0 0.00	1 0.40
		Brian Chatwin	0 0.00	4 0.18	0 0.00	4 0.18
		Dave Bodily	0 0.00	5 0.89	1 0.23	6 0.78
		J. L. Flack	0 0.00	1 0.07	0 0.00	1 0.07

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Network Operations	Robert Ryan	0 0.00	3 0.19	0 0.00	3 0.19
		<b>Assigned to Individual Total</b>	0 0.00	14 0.44	1 0.23	15 0.43
	Operations Production Control	Christie Burnham	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.45	0 0.00	1 0.45
		<b>Assigned to Individual Total</b>	0 0.00	1 0.45	0 0.00	1 0.45
	Rural North Desktop Support	Ruston McKay	0 0.00	1 0.74	0 0.00	1 0.74
		<b>Assigned to Individual Total</b>	0 0.00	1 0.74	0 0.00	1 0.74
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 3.89	0 0.00	1 3.89
		Garry Gregson	0 0.00	5 0.36	0 0.00	5 0.36
		Jed Johnson	0 0.00	2 0.49	0 0.00	2 0.49
		Sharon Smith	0 0.00	3 0.65	0 0.00	3 0.65



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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Security	Assigned to Individual Total	0 0.00	11 0.78	0 0.00	11 0.78
	VM Infrastructure	Randy Spainhower	0 0.00	1 1.31	0 0.00	1 1.31
		Assigned to Individual Total	0 0.00	1 1.31	0 0.00	1 1.31
	Voice Operations	Gail Christiansen	0 0.00	3 0.21	0 0.00	3 0.21
		Julie Sabato	0 0.00	3 0.27	0 0.00	3 0.27
		Kelly Johnson	0 0.00	5 0.18	0 0.00	5 0.18
		Leon Owen	0 0.00	5 0.21	0 0.00	5 0.21
		Romanza Hamblin Sorensen	0 0.00	6 0.17	0 0.00	6 0.17
		Assigned to Individual Total	0 0.00	22 0.20	0 0.00	22 0.20
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.15	0 0.00	1 0.15
		Mark Thomas	0 0.00	1 0.06	0 0.00	1 0.06
		T Artis	0 0.00	3 0.47	0 0.00	3 0.47
		Assigned to Individual Total	0 0.00	5 0.32	0 0.00	5 0.32
	Assigned Group Total		1 0.47	676 0.09	6 0.26	683 0.09

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**Tax Commission**

	High	Low	Medium	ATTIR Total
Customer Company Total	1 0.47	676 0.09	6 0.26	683 0.09

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## Tax Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	1 0	0 0	0 0	1 0
		Martin Gonzalez	0 0	4 2	0 0	4 2
		Paul Lundell	0 0	1 0	1 0	2 0
		Tony Larsen	0 0	2 0	1 0	3 0
		Assigned to Individual Total	1 0	9 2	2 0	12 2
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Help Desk	<b>Assigned to Individual Total</b>	0	3	0	3
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	10	0	10
			0	0	0	0
		Bill Crowther	0	11	0	11
			0	0	0	0
		Cindy Reed	0	12	0	12
			0	1	0	1
		Jay Locker	0	6	2	8
			0	0	0	0
		Ken Bolkcom	0	16	0	16
			0	0	0	0
		Matthew Blunk	0	3	0	3
			0	0	0	0
		Michael Barth	0	24	0	24
			0	1	0	1
		Peter Musser	0	9	0	9
			0	0	0	0
		Sean Chadbourne	0	34	0	34
			0	0	0	0
		Tyler Pearce	0	9	1	10
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	134	3	137
			0	2	0	2
	Metro B Help Desk	Gavin Barney	0	195	0	195
			0	0	0	0
		Janet Hongsyvilay	0	4	0	4
			0	0	0	0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0	266 0	0 0	266 0
		<b>Assigned to Individual Total</b>	0 0	465 0	0 0	465 0
	Metro B Hosting	Cuyler Steiner	0 0	1 0	0 0	1 0
		Paul Engberson	0 0	2 0	0 0	2 0
		Randy Spainhower	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Metro D Desktop Support	Philip Henderson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	4 0	0 0	4 0
		Dave Bodily	0 0	5 0	1 0	6 0
		J. L. Flack	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Tax Commission	Network Operations	Robert Ryan	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	14 0	1 0	15 0
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Rural North Desktop Support	Ruston McKay	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Security	Austin Farey	0 0	1 1	0 0	1 1
		Garry Gregson	0 0	5 0	0 0	5 0
		Jed Johnson	0 0	2 0	0 0	2 0
		Sharon Smith	0 0	3 0	0 0	3 0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Security	Assigned to Individual Total	0	11	0	11
			0	1	0	1
	VM Infrastructure	Randy Spainhower	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	3	0	3
			0	0	0	0
		Julie Sabato	0	3	0	3
			0	0	0	0
		Kelly Johnson	0	5	0	5
			0	0	0	0
		Leon Owen	0	5	0	5
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	22	0	22
			0	0	0	0
	Voice/Data/WAN Services	Greg Blessing	0	1	0	1
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		T Artis	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Assigned Group Total		1	676	6	683
			0	6	0	6

## Enterprise Incident Report April 2012

As of 5/1/2012

**Tax Commission**

	High	Low	Medium	MR Total
Customer Company Total	1 0	676 6	6 0	683 6



# Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Bart Purser	0 0.00	2 1.00	0 0.00	2 1.00
		Danielle Hood	1 0.62	0 0.00	0 0.00	1 0.62
		Martin Gonzalez	0 0.00	4 7.52	0 0.00	4 7.52
		Paul Lundell	0 0.00	1 0.70	1 2.15	2 1.42
		Tony Larsen	0 0.00	2 1.56	1 0.17	3 1.10
		Assigned to Individual Total	1 0.62	9 3.99	2 1.16	12 3.24
	Campus Networking	Charmaine Malan	0 0.00	1 1.53	0 0.00	1 1.53
		Assigned to Individual Total	0 0.00	1 1.53	0 0.00	1 1.53
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.11	0 0.00	1 0.11
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00

# Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Help Desk	<b>Assigned to Individual Total</b>	0 0.00	3 0.04	0 0.00	3 0.04
	Metro B Desktop Support	Anthony Booyse	0 0.00	10 1.74	0 0.00	10 1.74
		Bill Crowther	0 0.00	11 0.77	0 0.00	11 0.77
		Cindy Reed	0 0.00	12 2.38	0 0.00	12 2.38
		Jay Locker	0 0.00	6 1.75	2 0.52	8 1.44
		Ken Bolkcom	0 0.00	16 1.84	0 0.00	16 1.84
		Matthew Blunk	0 0.00	3 1.54	0 0.00	3 1.54
		Michael Barth	0 0.00	24 1.43	0 0.00	24 1.43
		Peter Musser	0 0.00	9 0.70	0 0.00	9 0.70
		Sean Chadbourne	0 0.00	34 0.60	0 0.00	34 0.60
		Tyler Pearce	0 0.00	9 0.49	1 0.53	10 0.49
		<b>Assigned to Individual Total</b>	0 0.00	134 1.24	3 0.53	137 1.22
	Metro B Help Desk	Gavin Barney	0 0.00	195 0.00	0 0.00	195 0.00
		Janet Hongsyvilay	0 0.00	4 0.08	0 0.00	4 0.08

# Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0.00	266 0.02	0 0.00	266 0.02
		<b>Assigned to Individual Total</b>	0 0.00	465 0.01	0 0.00	465 0.01
	Metro B Hosting	Cuyler Steiner	0 0.00	1 0.29	0 0.00	1 0.29
		Paul Engbersen	0 0.00	2 1.00	0 0.00	2 1.00
		Randy Spainhower	0 0.00	1 0.05	0 0.00	1 0.05
		<b>Assigned to Individual Total</b>	0 0.00	4 0.58	0 0.00	4 0.58
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 1.55	0 0.00	2 1.55
		<b>Assigned to Individual Total</b>	0 0.00	2 1.55	0 0.00	2 1.55
	Metro D Desktop Support	Philip Henderson	0 0.00	1 0.35	0 0.00	1 0.35
		<b>Assigned to Individual Total</b>	0 0.00	1 0.35	0 0.00	1 0.35
	Network Operations	Brant Davis	0 0.00	1 1.01	0 0.00	1 1.01
		Brian Chatwin	0 0.00	4 0.68	0 0.00	4 0.68
		Dave Bodily	0 0.00	5 1.01	1 0.23	6 0.88
		J. L. Flack	0 0.00	1 0.25	0 0.00	1 0.25

# Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Network Operations	Robert Ryan	0 0.00	3 1.94	0 0.00	3 1.94
		<b>Assigned to Individual Total</b>	0 0.00	14 1.06	1 0.23	15 1.01
	Operations Production Control	Christie Burnham	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 6.34	0 0.00	1 6.34
		<b>Assigned to Individual Total</b>	0 0.00	1 6.34	0 0.00	1 6.34
	Rural North Desktop Support	Ruston McKay	0 0.00	1 0.74	0 0.00	1 0.74
		<b>Assigned to Individual Total</b>	0 0.00	1 0.74	0 0.00	1 0.74
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 14.74	0 0.00	1 14.74
		Garry Gregson	0 0.00	4 0.55	0 0.00	4 0.55
		Jed Johnson	0 0.00	2 2.26	0 0.00	2 2.26
		Sharon Smith	0 0.00	3 1.91	0 0.00	3 1.91

# Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Security	Assigned to Individual Total	0 0.00	10 2.52	0 0.00	10 2.52
	VM Infrastructure	Randy Spainhower	0 0.00	1 1.31	0 0.00	1 1.31
		Assigned to Individual Total	0 0.00	1 1.31	0 0.00	1 1.31
	Voice Operations	Gail Christiansen	0 0.00	3 0.68	0 0.00	3 0.68
		Julie Sabato	0 0.00	3 1.58	0 0.00	3 1.58
		Kelly Johnson	0 0.00	5 0.54	0 0.00	5 0.54
		Leon Owen	0 0.00	5 0.31	0 0.00	5 0.31
		Romanza Hamblin Sorensen	0 0.00	6 0.70	0 0.00	6 0.70
		Assigned to Individual Total	0 0.00	22 0.69	0 0.00	22 0.69
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 1.83	0 0.00	1 1.83
		Mark Thomas	0 0.00	1 1.10	0 0.00	1 1.10
		T Artis	0 0.00	3 0.74	0 0.00	3 0.74
		Assigned to Individual Total	0 0.00	5 1.03	0 0.00	5 1.03
	Assigned Group Total		1 0.62	675 0.43	6 0.69	682 0.43

## Enterprise Incident Report April 2012

As of 5/1/2012

**Tax Commission**

	High	Low	Medium	ATTR Total
Customer Company Total	1 0.62	675 0.43	6 0.69	682 0.43

## Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

## Detail

<b>INC000000485654</b>	Kim Flugga	Application	None	Gmail		TIR Missed: No	0.21
	Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: Yes	23.40
<b>INC000000487065</b>	Jim McNair	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.49
<b>INC000000488603</b>	MV Richfield	Network	Performance	None		TIR Missed: No	0.09
	Network Operations	Brian Chatwin	Tax Commission	Low	Closed	TTR Missed: No	1.05
<b>INC000000488629</b>	MV Park City	Network	Performance	None		TIR Missed: No	0.07
	Network Operations	J. L. Flack	Tax Commission	Low	Closed	TTR Missed: No	0.25
<b>INC000000488753</b>	Mark Wiedeman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.36
<b>INC000000488769</b>	Monte Roberts	Application	Error	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000488826</b>	Brandy Arnoldus	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.55
<b>INC000000488850</b>	Vickie Perry	Application	Password	Novell eDirectory		TIR Missed: No	0.58
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.19
<b>INC000000488950</b>	Carolyn Leeper	Application	Password	ZENworks for Desktops		TIR Missed: No	0.36
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.41
<b>INC000000489031</b>	Jane Otis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489042</b>	MV Salt Lake IDS	Network	Performance	None		TIR Missed: Yes	3.70
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	3.86
<b>INC000000489059</b>	MV South Valley	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489061</b>	Gene Petrie	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489067</b>	Randall Gardner	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489071</b>	Holly Fiefia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489088</b>	Laura Mason	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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As of 5/1/2012

## Tax Commission

<b>INC000000489123</b>	Elizabeth Benadik	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489130</b>	Terri Chidester	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489157</b>	Darwin Kocherhans	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.28
<b>INC000000489168</b>	Kimberly Johnson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489276</b>	Robin Nielson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.15
	Voice/Data/WAN Services	Greg Blessing	Tax Commission	Low	Closed	TTR Missed: No	1.83
<b>INC000000489279</b>	Lisa Manning	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489288</b>	Debbie Huni	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489305</b>	Tenzin Tsering	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489329</b>	Lezlie McCall	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489336</b>	Lezlie McCall	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489345</b>	Sara Fife	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489403</b>	Sara Fife	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	2.60
<b>INC000000489408</b>	MV Morgan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489410</b>	Gina Holder	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489420</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489434</b>	MV St George IDS	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000489474</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.03
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.60



## Enterprise Incident Report April 2012

As of 5/1/2012

## Tax Commission

<b>INC000000489494</b>	Camille Barber Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489548</b>	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489550</b>	Holly Fiefia Security	Network Sharon Smith	Password Tax Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.06 0.06
<b>INC000000489625</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489632</b>	MV Motor Carriers Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489637</b>	Sara Fife Security	Network Sharon Smith	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.97 0.97
<b>INC000000489667</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Queue Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489685</b>	Eric Higbee Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489711</b>	MV South Valley Metro C Desktop Support	Print/Copy/Scan/Fax Chad D Fowers	Paper Jam Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.29 2.57
<b>INC000000489719</b>	Sarajane Fife Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489736</b>	Wendy Du Application Services	Application Tony Larsen	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.01 0.18
<b>INC000000489811</b>	Ruth Ann Jefferies Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489858</b>	Randall Gardner Metro B Hosting	Server Randy Spainhower	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.05 0.05
<b>INC000000489865</b>	Victoria Youtsey Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489884</b>	MV Provo Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490017</b>	Melanie Palmer Metro B Help Desk	Application Torri Randa	Password Tax Commission	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490020</b>	Debra Walker Voice Operations	Telecom Kelly Johnson	Call Management Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.59 0.78

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## Tax Commission

<b>INC000000490061</b>	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490104</b>	Julia Warga	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490125</b>	June Washington	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490170</b>	Kerry Chapman	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490192</b>	Doral Vance	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Leon Owen	Tax Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000490242</b>	Khiet Nguyen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490259</b>	Jeremy Gilger	Application	Error	Symantec AntiVirus		TIR Missed: No	0.35
	Security	Garry Gregson	Tax Commission	Low	Closed	TTR Missed: No	0.62
<b>INC000000490346</b>	Sean Faurschou	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490359</b>	MV Park City	Network	Performance	None		TIR Missed: No	0.25
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.56
<b>INC000000490418</b>	MV St George	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490431</b>	Karalynn Malcolm-Sugden	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	1.54
<b>INC000000490469</b>	Michael Waterfall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490483</b>	Courtney Minchey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490484</b>	Laura Mason	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.09
<b>INC000000490486</b>	Sarajane Fife	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000490488</b>	MV Davis County IM	Static PC/Laptop	Hardware	None		TIR Missed: No	0.19
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.76
<b>INC000000490492</b>	Jim McNair	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.86

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## Tax Commission

<b>INC000000490533</b>	Jeanette Sever	PC/Laptop	Password	PGP		TIR Missed: No	0.38
	Security	Garry Gregson	Tax Commission	Low	Closed	TTR Missed: No	0.79
<b>INC000000490553</b>	Shelley Robinson	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.07
<b>INC000000490559</b>	MV Manti	Network	Performance	None		TIR Missed: No	0.19
	Network Operations	Robert Ryan	Tax Commission	Low	Closed	TTR Missed: No	0.21
<b>INC000000490622</b>	Beverly Beitel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490631</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490633</b>	Heidi Ellison	Application	Password	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490661</b>	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490666</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490680</b>	Jeremy Gilger	Application	Error	Symantec AntiVirus		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.04
<b>INC000000490770</b>	Lynn Solarczyk	PC/Laptop	Error	None		TIR Missed: No	0.26
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.68
<b>INC000000490801</b>	Susan Dansie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490848</b>	Cristy Egbert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490876</b>	Karen Edwards	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490892</b>	Shane Burton	PC/Laptop	Error	None		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.29
<b>INC000000490894</b>	Beverly Beitel	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490899</b>	MV St George	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000490903</b>	MV St George	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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<b>INC000000490925</b>	MV Tooele	Network	Performance	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000490927</b>	Jeremy Gilger	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491014</b>	Shirleen Thompson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.51
<b>INC000000491134</b>	Brett Wilding	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491151</b>	James Shaw	PC/Laptop	Performance	Avaya CentreVu Supervisor	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.44
<b>INC000000491156</b>	Heidi Ellison	PC/Laptop	Performance	Avaya CentreVu Supervisor	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.26
<b>INC000000491248</b>	MV Salt Lake IDS	Network	Performance	None	TIR Missed: No	0.22
	Network Operations	Brian Chatwin	Tax Commission	Low Closed	TTR Missed: No	1.04
<b>INC000000491252</b>	Christine Fratto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491275</b>	Randall Gardner	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491312</b>	MV Salt Lake City	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491336</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491437</b>	MV Citrix	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491454</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.52
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low Closed	TTR Missed: No	0.52
<b>INC000000491457</b>	Robert Ure	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491586</b>	Jenny Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491587</b>	Kevin Park	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491625</b>	June Washington	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000491636</b>	Ruth Ann Jefferies	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.31
<b>INC000000491708</b>	Sandra Iwasaki	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491719</b>	MV Richfield	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491722</b>	James Shaw	Telecom	Call Management	Telephone	TIR Missed: No	0.20
	Voice Operations	Leon Owen	Tax Commission	Low Closed	TTR Missed: No	0.20
<b>INC000000491728</b>	Heidi Ellison	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491735</b>	Sharon Smith	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491736</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491769</b>	Robin MacKenzie-Nielson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491780</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491815</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491845</b>	Caralyn Streed	PC/Laptop	Performance	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491922</b>	Bruce Johnson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491931</b>	Cheryl Horowitz	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491934</b>	Cheryl Horowitz	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491936</b>	James Shaw	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000491965</b>	Paula Vanikiotis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492032</b>	Khiet Nguyen	PC/Laptop	Error	GenTax	TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.51

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## Tax Commission

<b>INC000000492035</b>	MV Park City Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492058</b>	Joanne Phillips Metro B Desktop Support	PC/Laptop Ken Bolkcom	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 2.67
<b>INC000000492195</b>	Jim McNair Metro B Desktop Support	Application Bill Crowther	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.67
<b>INC000000492224</b>	Lamar Sayer Metro B Desktop Support	Application Bill Crowther	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.14 1.02
<b>INC000000492238</b>	Cheryl Horowitz Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492240</b>	MV Davis County IM Metro B Help Desk	Static PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492387</b>	Jody Randall Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492411</b>	James Teton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492415</b>	Pepper Culley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000492423</b>	Mia Detton Metro B Desktop Support	Application Ken Bolkcom	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.63
<b>INC000000492527</b>	Amanda Gillespie Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000492536</b>	Melissa Solomon Metro B Desktop Support	PC/Laptop Ken Bolkcom	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.48
<b>INC000000492538</b>	MV Citrix Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492544</b>	Melissa Solomon Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.43 0.60
<b>INC000000492562</b>	MV Provo Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000492627</b>	MV Citrix Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000492630</b>	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000492637</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492638</b>	Delbert Ahlstrom	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492694</b>	MV Provo	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492700</b>	Mia Detton	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492808</b>	Pam Bennett	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.21
<b>INC000000492820</b>	Jake Hill	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492823</b>	Tyler McIntosh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492827</b>	Johanna Western	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000492849</b>	Pam Bennett	Telecom	Voice Mail	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.41
<b>INC000000492868</b>	Vickie Perry	Telecom	Call Management	Telephone	TIR Missed: No	0.23
	Voice Operations	Julie Sabato	Tax Commission	Low Closed	TTR Missed: No	3.71
<b>INC000000492997</b>	Tenzin Tsering	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493004</b>	Barry Conover	Application	Reporting	Novell GroupWise	TIR Missed: No	0.47
	Application Services	Danielle Hood	Tax Commission	High Closed	TTR Missed: No	0.62
<b>INC000000493045</b>	Chrysanne Newman	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493114</b>	David Swan	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493121</b>	Jonathan Wood	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493142</b>	Laura Atwood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493143</b>	Sandy Crane	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000493157</b>	Pam Bennett Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493203</b>	Jeremy Roskelley Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: Yes	0.45 6.34
<b>INC000000493224</b>	Angela Simmons Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493230</b>	Carrie Barker Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493253</b>	Adam Timmins Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493273</b>	Sherri Murray Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493331</b>	Melanie Palmer Voice Operations	Telecom Julie Sabato	Call/Receive Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.13 0.46
<b>INC000000493341</b>	Joanne Phillips Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.05 0.10
<b>INC000000493344</b>	Lonnie Holt Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.06 0.09
<b>INC000000493350</b>	Julia Warga Metro B Desktop Support	PC/Laptop Jay Locker	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.05 2.44
<b>INC000000493356</b>	James Teton Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493378</b>	Aaron Nichols Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493448</b>	MV Salt Lake City Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493474</b>	John Manning Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493476</b>	Richard Kirkland Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Office Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493480</b>	Randall Gardner Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493500</b>	Alled Bates Metro B Help Desk	Application Torri Randa	Password Tax Commission	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00



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<b>INC000000493524</b>	Dean Drew	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493545</b>	Howard Smith	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493575</b>	Jeanine Howells	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.35
	Application Services	Bart Purser	Tax Commission	Low Closed	TTR Missed: No	1.92
<b>INC000000493578</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493627</b>	Shinji Ichida	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493776</b>	Aaron Nichols	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Bart Purser	Tax Commission	Low Closed	TTR Missed: No	0.09
<b>INC000000493781</b>	Lynette Feil	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493794</b>	Randall Gardner	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493796</b>	Carrie Barker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493797</b>	Pamala Jorgensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493800</b>	Wendy Rasmussen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493836</b>	Ruth Ann Jefferies	Telecom	None	None	TIR Missed: No	0.29
	Voice Operations	Leon Owen	Tax Commission	Low Closed	TTR Missed: No	0.29
<b>INC000000493854</b>	Tiffany Harms	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493874</b>	Howard Smith	Telecom	Feature	Telephone	TIR Missed: No	0.13
	Voice Operations	Leon Owen	Tax Commission	Low Closed	TTR Missed: No	0.13
<b>INC000000493881</b>	Barry Conover	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.20
	Application Services	Paul Lundell	Tax Commission	Medium Closed	TTR Missed: No	2.15
<b>INC000000493883</b>	Cristy Egbert	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493885</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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<b>INC000000493894</b>	Richard Kirkland	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493898</b>	Sarah Moller	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493901</b>	Dianna Wright	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493905</b>	Brent Taylor	PC/Laptop	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000493908</b>	Melanie Palmer	PC/Laptop	Error	None	TIR Missed: No	0.87
	Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	1.24
<b>INC000000494011</b>	MV Ogden	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494016</b>	Larry Hatch	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494063</b>	Valerie Ashby	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494070</b>	James Wolfe	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494078</b>	Randall Gardner	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494120</b>	MV Salt Lake IDS	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494129</b>	MV Motor Carriers	Application	Error	Microsoft Visio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494133</b>	Rajanee Christiansen	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494135</b>	Lori Geary	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494138</b>	Sheri Burgess	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494144</b>	Clinton Jensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.14
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	0.18
<b>INC000000494147</b>	Bob Swanson	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000494153</b>	Melanie Palmer Application Services	PC/Laptop Martin Gonzalez	Error Tax Commission	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	5.87 6.25
<b>INC000000494155</b>	Michele Espina Metro B Desktop Support	Application Michael Barth	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.93
<b>INC000000494157</b>	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494159</b>	Brandy Arnoldus Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.44
<b>INC000000494162</b>	Mark Kaleta Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494168</b>	Colleen Conover Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494188</b>	Julie Hird Voice/Data/WAN Services	Telecom T Artis	Hardware Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.92 0.92
<b>INC000000494237</b>	Sharon Smith Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494260</b>	James Adams Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494264</b>	Jeffrey Bawden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494270</b>	Sherri Murray Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494305</b>	MV Salt Lake City Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.53
<b>INC000000494369</b>	Bob Swanson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494396</b>	MV Richfield Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494419</b>	Doral Vance Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494442</b>	MV Farmington Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494460</b>	Dylan Jacobs Rural North Desktop Support	PC/Laptop Ruston McKay	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.74 0.74

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## Tax Commission

<b>INC000000494470</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.24
<b>INC000000494496</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494499</b>	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494509</b>	Kent Jorgensen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.23
<b>INC000000494518</b>	Joshua Quarnberg	Application	Error	Gmail		TIR Missed: No	0.14
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	0.20
<b>INC000000494522</b>	June Washington	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494529</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494555</b>	Gaylin Ford	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494566</b>	Michele Espina	Application	Error	ZENworks for Desktops		TIR Missed: No	0.05
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.78
<b>INC000000494631</b>	MV Randolph	None	None	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494651</b>	Jackie Bate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.83
<b>INC000000494654</b>	Marcia Orr	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494657</b>	Cheryl A Sielhorst	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494679</b>	Jenny Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.03
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.78
<b>INC000000494722</b>	Cristy Egbert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494723</b>	Scott Mann	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000494817</b>	Jonathan Steed	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000494820</b>	Craig Newton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494828</b>	Aaron Nichols	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494843</b>	Scott Mann	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494857</b>	MV Price	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494870</b>	Randolph Prawitt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494874</b>	Bruce Johnson	None	None	None	TIR Missed: No	0.39
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Medium Closed	TTR Missed: No	0.53
<b>INC000000494879</b>	Aaron Nichols	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494888</b>	Susan Dansie	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.51
<b>INC000000494892</b>	Jacob Strong	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494915</b>	Carolyn Leeper	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000494931</b>	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.07
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.07
<b>INC000000495003</b>	Kristine Beckstrom	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000495015</b>	Lori Geary	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000495138</b>	Zenas Herdegen	Application	Error	QuickBooks	TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	0.06
<b>INC000000495156</b>	Aaron Nichols	Application	Error	PGP	TIR Missed: No	0.27
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Closed	TTR Missed: No	0.48
<b>INC000000495181</b>	Vicky Padilla	Application	Password	Utah Master Directory	TIR Missed: No	0.03
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.26
<b>INC000000495216</b>	Deborah Morrison	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.11
	Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	3.28

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## Tax Commission

<b>INC000000495221</b>	Cheryl A Sielhorst Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495224</b>	Deborah Morrison Help Desk	Application James Stearns	Password Tax Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.11 0.11
<b>INC000000495249</b>	Andrew Rojas Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495291</b>	Madelene Lee Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495295</b>	Bea Tu Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495318</b>	Aaron Nichols Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495342</b>	Roger Barth Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495387</b>	MV Citrix Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.07 0.07
<b>INC000000495403</b>	Zenas Herdegen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	QuickBooks Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495418</b>	Dana Johnson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495438</b>	Cheryl Keener Rural South Desktop Support	Application Lance Nay	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495464</b>	JD Heaton Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495466</b>	Brett Wilding Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495497</b>	Wolfgang Hoffmann Application Services	Application Tony Larsen	Error Tax Commission	Novell GroupWise Medium	TIR Missed: No TTR Missed: No	0.17 0.17
<b>INC000000495625</b>	Carolyn Leeper Metro B Desktop Support	Network Sean Chadbourne	Incident Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.95
<b>INC000000495653</b>	Jane Wiseman Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000495661</b>	Monica Fletcher Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000495671</b>	Cristy Egbert	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000495706</b>	Patrick Wong	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.26
<b>INC000000495749</b>	Lori Geary	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000495776</b>	MV Richfield	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000495832</b>	MV Citrix	PC/Laptop	Error	None		TIR Missed: Yes	2.38
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	2.95
<b>INC000000495854</b>	MV Richfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000495894</b>	Craig Newton	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000495902</b>	Mark Fluckiger	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.19
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	1.32
<b>INC000000495907</b>	Francine Corbridge	Telecom	Call Management	Telephone		TIR Missed: No	0.41
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	1.81
<b>INC000000495931</b>	Francine Corbridge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000495981</b>	Caralyn Streed	Server	None	None		TIR Missed: Yes	1.53
	Campus Networking	Charmaine Malan	Tax Commission	Low	Closed	TTR Missed: No	1.53
<b>INC000000496020</b>	D'Arcy Dixon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000496064</b>	Dennis Morrison	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000496089</b>	Aaron Cook	Print/Copy/Scan/Fax	Queue	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000496102</b>	Jane Wiseman	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000496232</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000496234</b>	Linda Allred	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000496250</b>	Kimm Lacy	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496280</b>	Brady Newswander	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496296</b>	Amy Arn	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496313</b>	Lee Stephens	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496356</b>	Caralyn Streed	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496377</b>	June Hesleph	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496404</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.12
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	1.03
<b>INC000000496499</b>	Kyle Boyer	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496512</b>	Jake Hill	PC/Laptop	Password	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496539</b>	Rod Boogaard	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.19
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Resolved	TTR Missed: No	5.73
<b>INC000000496556</b>	Patrick Wong	PC/Laptop	Password	None	TIR Missed: No	0.21
	Metro B Desktop Support	Matthew Blunk	Tax Commission	Low Closed	TTR Missed: No	0.42
<b>INC000000496562</b>	Jane Wiseman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496594</b>	Eric Higbee	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496626</b>	MV Kanab	None	None	None	TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000496642</b>	Debra Walker	Application	Error	Internet Explorer	TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	2.20
<b>INC000000496695</b>	Jane Wiseman	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	0.49
	Metro B Desktop Support	Jay Locker	Tax Commission	Medium Closed	TTR Missed: No	0.95
<b>INC000000496705</b>	Roger Barth	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	



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## Tax Commission

<b>INC000000496736</b>	Jan Duggar Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496799</b>	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496827</b>	Eric Higbee Security	Application Austin Farey	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: Yes TTR Missed: Yes	3.89 14.74
<b>INC000000496832</b>	MV Farmington Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496873</b>	Hal Mauchley Metro B Hosting	Server Cuyler Steiner	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.29 0.29
<b>INC000000496912</b>	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496916</b>	Roger Barth Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496924</b>	Shannon Sirles Metro B Help Desk	Server Gavin Barney	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000496963</b>	Kerry Chapman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497060</b>	Brandi Mascarenas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497181</b>	Tina Wright Security	PC/Laptop Garry Gregson	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: N/A	0.00 0.00
<b>INC000000497195</b>	Carolyn Goodwin Metro B Desktop Support	PC/Laptop Bill Crowther	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.24
<b>INC000000497200</b>	Aaron Nichols Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497276</b>	Sharon Smith Operations Production Control	None Christie Burnham	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497291</b>	Tina Wright Metro B Desktop Support	PC/Laptop Bill Crowther	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.22 0.22
<b>INC000000497294</b>	Courtney Minchey Voice Operations	Telecom Kelly Johnson	Call Management Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.12 1.55
<b>INC000000497372</b>	MV Park City Network Operations	Network Robert Ryan	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.37 0.80

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## Tax Commission

<b>INC000000497402</b>	Sarah Huber Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497408</b>	MV Provo IDS Network Operations	Network Robert Ryan	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 4.82
<b>INC000000497421</b>	Mia Detton Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.09 0.09
<b>INC000000497424</b>	Ray Paulsen Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497443</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497460</b>	Valerie Newson Security	PC/Laptop Garry Gregson	Error Tax Commission	PGP Low	TIR Missed: No TTR Missed: No	0.32 0.35
<b>INC000000497465</b>	MV Salt Lake IDS Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497491</b>	Jim Clayton Voice/Data/WAN Services	Telecom T Artis	Hardware Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.24 0.57
<b>INC000000497529</b>	Devin Anderson Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497573</b>	Randy Kelly Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497651</b>	Jim McNair Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497677</b>	Cindy M Clark Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497703</b>	Sandy Crane Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497723</b>	Jim McNair Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497757</b>	Melanie Palmer Metro B Help Desk	Application Torri Randa	Reporting Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497815</b>	Michael L Davis Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497819</b>	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000497820</b>	Richard Lewis Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497882</b>	Cappi Stamper Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497905</b>	Charlie Roberts Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000497963</b>	MV Salt Lake City Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Paper Jam Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.39
<b>INC000000497979</b>	Cappi Stamper Metro B Desktop Support	Application Peter Musser	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.08
<b>INC000000497988</b>	Room Computer Metro B Desktop Support	PC/Laptop Sean Chadbourne	Virus Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.26 0.26
<b>INC000000498009</b>	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498010</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498014</b>	MV Richfield Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498150</b>	JD Heaton Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498176</b>	Carolyn Goodwin Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 4.68
<b>INC000000498183</b>	Sandra Jones Voice Operations	Telecom Gail Christiansen	Call/Receive Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498184</b>	Johanna Western Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498187</b>	John Collen Metro B Help Desk	Server Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498190</b>	Jenny Johnson Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000498228</b>	Holly Ward Metro B Desktop Support	PC/Laptop Jay Locker	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.24 5.27
<b>INC000000498232</b>	Brett Wilding Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000498348</b>	Sandra Herbert	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.03
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Resolved	TTR Missed: No	0.91
<b>INC000000498364</b>	Brady Newswander	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498391</b>	Jeff Peck	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498408</b>	Robin MacKenzie-Nielson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498414</b>	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498433</b>	Sharon Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498487</b>	Sharon Smith	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498488</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498529</b>	Eric Higbee	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498581</b>	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498621</b>	Pamela Pendleton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498638</b>	Jeanette Sever	Application	Error	PGP		TIR Missed: No	0.74
	Security	Garry Gregson	Tax Commission	Low	Resolved	TTR Missed: No	1.00
<b>INC000000498663</b>	Kevin Park	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498666</b>	Travis Harvey	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498677</b>	Carter Cassidy	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498696</b>	Lia Eckhardt	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498730</b>	Mike Fahey	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000498739</b>	Sharon Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	3.95
<b>INC000000498748</b>	Angela Simmons	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.22
<b>INC000000498753</b>	Mike Fahey	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498787</b>	Laura Atwood	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	1.65
<b>INC000000498875</b>	John Collen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498911</b>	Daniel Rich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	
<b>INC000000498949</b>	Kimm Lacy	Application	Error	Internet Explorer		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.27
<b>INC000000498962</b>	Robert Farnes	Server	Performance	None		TIR Missed: Yes	1.31
	VM Infrastructure	Randy Spainhower	Tax Commission	Low	Resolved	TTR Missed: No	1.31
<b>INC000000498969</b>	Jan Duggar	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.06
<b>INC000000499020</b>	Christa Johnson	Application	Error	None		TIR Missed: No	0.17
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.17
<b>INC000000499032</b>	Holly Ward	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.05
<b>INC000000499099</b>	Jeremy Troester	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499109</b>	Shawn Seward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499132</b>	Brent Burningham	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	
<b>INC000000499133</b>	Felicia Sandoval	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	
<b>INC000000499157</b>	Brandy Arnoldus	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.02
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.78
<b>INC000000499164</b>	Miralee Kelsey	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000499265</b>	Jill Guevara	Application	Error	Novell GroupWise	TIR Missed: No	0.11
	Application Services	Paul Lundell	Tax Commission	Low Resolved	TTR Missed: No	0.70
<b>INC000000499269</b>	Daniel Rich	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499280</b>	Melanie Schott	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499283</b>	Jake Hill	Application	Error	QuickBooks	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499295</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499328</b>	Keirstin Osness	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499391</b>	Jake Hill	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.10
<b>INC000000499416</b>	Holly Ward	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499479</b>	John Miner	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	2.99
<b>INC000000499516</b>	Eric McPherson	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499620</b>	Doug Brooks	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.20
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	
<b>INC000000499620</b>	Doug Brooks	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	
<b>INC000000499634</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499636</b>	Dustin Turner	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499742</b>	Earl Thomas	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499761</b>	Aman Kudiya	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000499769</b>	Doug Smith	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000499770</b>	David Bushman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: Yes	7.02
<b>INC000000499901</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499920</b>	Brad Simpson	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500021</b>	John Manning	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Tax Commission	Low	Resolved	TTR Missed: No	0.35
<b>INC000000500040</b>	Kyle Boyer	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500086</b>	Heidi Ashdown	Telecom	None	Telephone		TIR Missed: No	0.06
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Resolved	TTR Missed: No	1.10
<b>INC000000500134</b>	MV Salt Lake City	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500172</b>	John Manning	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500178</b>	Christa Johnson	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500182</b>	Opal Burris	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.15
<b>INC000000500205</b>	Ryan Tucker	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500216</b>	Ashley LaMarca	PC/Laptop	Virus	None		TIR Missed: No	0.30
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	1.01
<b>INC000000500222</b>	Kyle Boyer	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500239</b>	Spencer Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500251</b>	Jake Hill	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500319</b>	John Manning	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500332</b>	Mark Kaleta	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000500367</b>	Valerie Peterson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500368</b>	Valerie Peterson	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500399</b>	Dana Johnson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500407</b>	Michael Paletta	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500415</b>	Angie Hillas	PC/Laptop	Hardware	None	TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	5.22
<b>INC000000500421</b>	Steve Coleman	Telecom	Call/Receive	Telephone	TIR Missed: No	0.46
	Voice Operations	Julie Sabato	Tax Commission	Low Resolved	TTR Missed: No	0.58
<b>INC000000500449</b>	Michele Espina	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.16
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.16
<b>INC000000500451</b>	Matthew Duke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500503</b>	John Manning	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500509</b>	June Hesleph	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500543</b>	MV Roosevelt	Network	Performance	None	TIR Missed: No	0.23
	Network Operations	Dave Bodily	Tax Commission	Medium Resolved	TTR Missed: No	0.23
<b>INC000000500553</b>	David Bushman	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500559</b>	Dee Talbot	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500560</b>	Tam Le	PC/Laptop	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500581</b>	Michael Waterfall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000500605</b>	Kyle Boyer	Application	Error	None	TIR Missed: No	0.21
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.21
<b>INC000000500608</b>	Bobbie Gavros	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
	Voice Operations	Kelly Johnson	Tax Commission	Low Resolved	TTR Missed: No	0.14



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## Tax Commission

<b>INC000000500690</b>	Ruth Ann Jefferies	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500700</b>	Melanie Palmer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500716</b>	Siafolau Leiato	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500826</b>	David Bushman	Application	Error	None		TIR Missed: No	0.22
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.74
<b>INC000000500840</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500853</b>	Shelley Robinson	Server	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500862</b>	Curtis Stoddard	Application	Error	None		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.65
<b>INC000000500878</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500879</b>	MV Farmington	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500885</b>	Brooke DiFrancesco	Application	Error	Microsoft Project		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500909</b>	MV Farmington	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500937</b>	Shelley Robinson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.03
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.03
<b>INC000000501055</b>	Amber Lowder	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501060</b>	James Viano	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501098</b>	MV Citrix	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration		TIR Missed: No	0.77
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.73
<b>INC000000501102</b>	Bruce Johnson	Telecom	None	Telephone		TIR Missed: No	0.29
	Voice Operations	Leon Owen	Tax Commission	Low	Resolved	TTR Missed: No	0.79
<b>INC000000501115</b>	Brady Newswander	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000501144</b>	MV Price	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.11
<b>INC000000501146</b>	James Shaw	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Tax Commission	Medium	Resolved	TTR Missed: No	0.10
<b>INC000000501208</b>	Doral Vance	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501216</b>	Stephanie Vert	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501220</b>	Patrick Morris	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501250</b>	Jacob Strong	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501259</b>	Dennis Morrison	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501262</b>	Carrie Luna	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501265</b>	MV South Valley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501319</b>	Doug Brooks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501350</b>	Alicia Stinson	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501362</b>	Robert Farnes	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501375</b>	Camille Barber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501418</b>	Mikol Christensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501419</b>	Kim Jones	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501484</b>	Nancy Telford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501505</b>	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000501512</b>	MV Ogden	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000501823</b>	Lezlie McCall	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professio	TIR Missed: No	0.94
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	1.49
<b>INC000000501825</b>	Jackie Bate	None	None	None	TIR Missed: No	0.93
	Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	4.71
<b>INC000000501843</b>	Terri Reid	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000501845</b>	Bobbie Gavros	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.05
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	2.22
<b>INC000000501885</b>	Sandra Iwasaki	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000501941</b>	Tanya Spoon	PC/Laptop	None	None	TIR Missed: No	0.04
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	0.98
<b>INC000000501953</b>	David Bushman	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.54
<b>INC000000501963</b>	MV Salt Lake City	None	None	Citrix ICA Client	TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.43
<b>INC000000501991</b>	Scott Mann	None	None	None	TIR Missed: No	0.33
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.38
<b>INC000000502004</b>	Roger Barth	None	None	None	TIR Missed: No	0.34
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.37
<b>INC000000502022</b>	Scott Mann	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low Resolved	TTR Missed: No	0.03
<b>INC000000502125</b>	Paul Bredthauer	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low Resolved	TTR Missed: No	0.03
<b>INC000000502137</b>	Lisa Manning	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low Resolved	TTR Missed: No	0.07
<b>INC000000502141</b>	Chrysanne Newman	PC/Laptop	None	GenTax	TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	1.29
<b>INC000000502204</b>	Virpal Sidhu	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.08
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	0.88
<b>INC000000502206</b>	Mike Fahey	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Tax Commission	Low Resolved	TTR Missed: No	0.20

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<b>INC000000502265</b>	Matthew Duke	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.31
<b>INC000000502296</b>	Scott Mann	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.07
<b>INC000000502382</b>	MV Farmington	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.09
<b>INC000000502440</b>	Mike Fahey	Application	None	Microsoft Word		TIR Missed: Yes	1.99
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Resolved	TTR Missed: No	1.99
<b>INC000000502469</b>	Elizabeth Benadik	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	3.47
<b>INC000000502515</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.52
<b>INC000000502586</b>	David Bushman	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	3.34
<b>INC000000502662</b>	Felicia Sandoval	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502712</b>	MV Panguitch	Network	Performance	None		TIR Missed: No	0.40
	Network Operations	Brian Chatwin	Tax Commission	Low	Resolved	TTR Missed: No	0.63
<b>INC000000502831</b>	Kyle Boyer	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502839</b>	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502845</b>	MV Farmington	PC/Laptop	Hardware	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502854</b>	Jim Thompson	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.43
<b>INC000000502892</b>	Michael B Christensen	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502907</b>	Angie Hillas	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502914</b>	Jeannie Warren	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503001</b>	Dennis Morrison	PC/Laptop	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: Yes	6.28

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<b>INC000000503006</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503071</b>	MV Castle Dale	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503104</b>	Kim Flugga	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503130</b>	Laura Mason	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503215</b>	Anna Marie Andersen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	5.54
<b>INC000000503230</b>	Lynn Solarczyk	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503241</b>	Terri Chidester	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503260</b>	Caralyn Streed	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.41
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.47
<b>INC000000503262</b>	MV Loa	Network	Performance	None		TIR Missed: No	0.40
	Network Operations	Brant Davis	Tax Commission	Low	Resolved	TTR Missed: No	1.01
<b>INC000000503272</b>	Laura Mason	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503316</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503332</b>	John Manning	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503361</b>	Jayne Gallo	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503432</b>	Brooke DiFrancesco	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	2.81
<b>INC000000503468</b>	Charlie Roberts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503470</b>	Ray Paulsen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503501</b>	Vaun Johnson	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.09

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<b>INC000000503622</b>	Jim Thompson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	1.56
<b>INC000000503633</b>	Caralyn Streed	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503638</b>	Caralyn Streed	PC/Laptop	Error	None		TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	1.30
<b>INC000000503727</b>	Mia Detton	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.93
<b>INC000000503749</b>	Joshua Blood	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.29
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.90
<b>INC000000503765</b>	Duane Kuehl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503767</b>	Amanda Norton	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503772</b>	Virginia Mascarenas	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503803</b>	Julia Warga	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.11
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Resolved	TTR Missed: No	0.63
<b>INC000000503813</b>	Craig Sandberg	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503825</b>	Brent Burningham	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503862</b>	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503869</b>	Aaron Nichols	Application	Error	Microsoft Access		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.96
<b>INC000000503906</b>	Charlie Roberts	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.25
<b>INC000000503913</b>	Kyle Boyer	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503927</b>	Shaunna Bracken	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.10
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	0.21
<b>INC000000503947</b>	Donna Smith	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000503950</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503956</b>	Sharee Webb	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	0.19
<b>INC000000503971</b>	Shaunna Bracken	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504034</b>	Rod Boogaard	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504040</b>	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504094</b>	Mike Fahey	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504103</b>	Jason Rhodes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504156</b>	Craig Jolley	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504172</b>	John Miner	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504182</b>	John Miner	PC/Laptop	Error	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.28
<b>INC000000504255</b>	Caralyn Streed	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.11
<b>INC000000504274</b>	Stephen D Peterson	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504332</b>	Bruce Timothy	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.04
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	2.77
<b>INC000000504334</b>	Taylor Killpack	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.25
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	2.50
<b>INC000000504337</b>	James Adams	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504342</b>	MV Vernal	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504360</b>	Lupe Holliday	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000504377</b>	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504414</b>	Karen Bryant	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	1.53
<b>INC000000504462</b>	Jayson Burke	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.06
<b>INC000000504468</b>	Dennis Mitchell	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504555</b>	Stephanie Ellinger	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	1.85
<b>INC000000504594</b>	MV Cedar City	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504598</b>	John Collen	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	
<b>INC000000504665</b>	Stacey Hammond	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504673</b>	Ruth Ann Jefferies	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504682</b>	Jim Clayton	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504684</b>	Michael L Davis	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	
<b>INC000000504689</b>	Michelle Riggs	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.18
<b>INC000000504697</b>	Brandon Cowdell	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.09
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.09
<b>INC000000504731</b>	Doug Smith	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.16
<b>INC000000504764</b>	Randolph Prawitt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.21
<b>INC000000504793</b>	Christena Ohrn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.05
<b>INC000000504794</b>	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.11



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## Tax Commission

<b>INC000000504810</b>	Michele Espina	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	1.27
<b>INC000000504830</b>	Earl Thomas	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	
<b>INC000000504860</b>	Aaron Nichols	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504870</b>	Deon Loynd	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504924</b>	Sherri Murray	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504931</b>	Ann Dillenbeck	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504935</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504945</b>	Ruth Victor	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504956</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000504957</b>	Dylan Jacobs	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505077</b>	Tori Cody	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505079</b>	David Montgomery	Application	Error	Symantec AntiVirus	TIR Missed: No	0.01
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.01
<b>INC000000505120</b>	Mary Morehouse	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505127</b>	Ann Dillenbeck	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505129</b>	Devin Anderson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505131</b>	Ben McAfee	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505134</b>	Jacob Strong	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000505156</b>	Sandra Jones Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.18 1.55
<b>INC000000505160</b>	Pamela Pendleton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505162</b>	Rosie Akeripa Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.11 1.67
<b>INC000000505172</b>	Sharon Smith Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Toner/Fuser/Ink Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505173</b>	Melinda Middleton Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.09 5.87
<b>INC000000505205</b>	Jackie Curtis Voice/Data/WAN Services	Telecom T Artis	Call/Receive Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.24 0.74
<b>INC000000505209</b>	Dennis Morrison Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505214</b>	Tara Whatcott Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.06 1.18
<b>INC000000505220</b>	Dan Engh Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505237</b>	Wendy Rasmussen Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505250</b>	Jayne Gallo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505260</b>	Carter Cassidy Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505262</b>	Sharon Smith Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505265</b>	Angie Hillas Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.03 0.03
<b>INC000000505271</b>	Sherri Murray Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505274</b>	Ruth Ann Jefferies Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505280</b>	MV Salt Lake IDS Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000505288</b>	Pamela Pendleton	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505315</b>	MV Salt Lake City	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505348</b>	Kevin Park	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505353</b>	Said Hernandez	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505354</b>	Christena Ohrn	PC/Laptop	Hardware	None	TIR Missed: No	0.07
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	0.43
<b>INC000000505362</b>	Kameron Kellett	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505389</b>	Courtney Minchey	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505399</b>	Warren Webb	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505514</b>	MV Panguitch	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505535</b>	Jim Clayton	Telecom	Feature	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	2.09
<b>INC000000505549</b>	Said Hernandez	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505566</b>	Lynn Lassen	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505570</b>	MV Salt Lake IDS	Network	Performance	None	TIR Missed: No	0.50
	Network Operations	Dave Bodily	Tax Commission	Low Resolved	TTR Missed: No	0.63
<b>INC000000505586</b>	MV Vernal	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505590</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505595</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000505619</b>	MV Provo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000505627</b>	Aimee Nielson-Larios	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Resolved	TTR Missed: No	3.45
<b>INC000000505654</b>	Bryan Jackson	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505682</b>	MV St George	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505688</b>	Kim Flugga	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505692</b>	Brenda Patterson	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505696</b>	Brenda Patterson	PC/Laptop	Error	None		TIR Missed: No	0.45
	Metro B Desktop Support	Matthew Blunk	Tax Commission	Low	Resolved	TTR Missed: No	2.22
<b>INC000000505722</b>	Christa Johnson	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.19
	Metro B Desktop Support	Matthew Blunk	Tax Commission	Low	Resolved	TTR Missed: No	1.96
<b>INC000000505763</b>	James Wolfe	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505782</b>	Mariah McAfee	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505793</b>	Camille Barber	PC/Laptop	Error	None		TIR Missed: No	0.75
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.75
<b>INC000000505865</b>	MV St George	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505897</b>	Stacey Hammond	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505943</b>	MV Logan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505978</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000505999</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000506016</b>	Oren Kimber	Application	Reporting	Gmail		TIR Missed: No	0.14
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.14
<b>INC000000506020</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000506032</b>	Doug Smith	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506053</b>	Cathy Maez	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506061</b>	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506099</b>	Karen Lingard	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506104</b>	Christa Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.16
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Resolved	TTR Missed: No	0.47
<b>INC000000506289</b>	Lupe Holliday	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506315</b>	Kelsey Gallacher	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506328</b>	Kimberly Barber	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506381</b>	Kevin Park	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506413</b>	Jackie Curtis	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	0.64
<b>INC000000506422</b>	Ryan Pollard	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.12
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	4.45
<b>INC000000506443</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506447</b>	Devin Scott	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506451</b>	Gary Peart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506470</b>	Doug Smith	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506478</b>	Steve Coleman	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.76
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	3.67
<b>INC000000506484</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000506609</b>	Jody Randall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506650</b>	Mike Fahey	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506654</b>	Cindy Morrison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506656</b>	Beverly Beitel	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506707</b>	Joshua Nielsen	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506715</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506718</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506813</b>	Jim Thompson	PC/Laptop	Error	None	TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.63
<b>INC000000506875</b>	Joshua Quarnberg	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506948</b>	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000506955</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000507002</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000507086</b>	JD Heaton	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000507098</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000507103</b>	Ryan Pollard	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000507176</b>	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000507198</b>	Doral Vance	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000507204</b>	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507207</b>	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507211</b>	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000507212</b>	MV Logan	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00